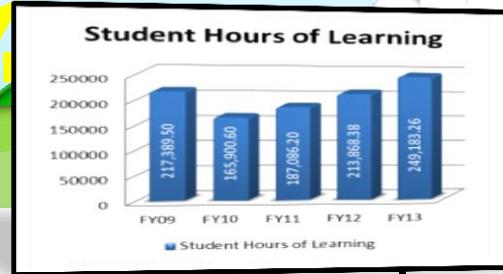


Providing developmental experiences and consulting services to county and school employees that promote individual and organizational success.



Like It	Learn It	Apply It	Impact/ROI
4.53	22%	90%	\$134k
On a 1-5 scale	Increase in learning	Used knowledge on the job	Dollars avoided

Consulting Services			
101	2279	5264	31
Events	Employees	Student Hours	Surveys

Employees are learning more on the job! A shift is occurring from ILT to OJT supported by either staff facilitated solutions or self-directed performance support tools.

seventy
20
ten

Employee Customer Service Knowledge - 86.1% up from 81.7%

2012 Citizen Satisfaction Survey

Employee Customer Service Delivery - 82.2% down from 87.0%

Benchmark Comparison	Expenditure Per Employee	% of Payroll	Training Hours Per Employee
Chesterfield County	\$1,190	2.47	59.17
ASTD Consolidated Benchmark	\$1,102	2.76	26.78

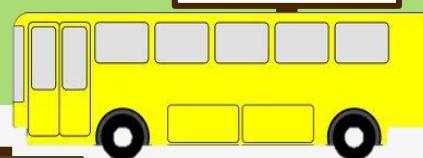
Tuition Reimbursement



The Center is providing relevant and results oriented services.



49 employees +
1474 hours =
County's New Strategic Framework



\$43,450
In Revenue
From 8 External Clients

Vendor delivered
47 MS Office
classes for
\$31,874

Key Programs and Initiatives



DALE CARNEGIE®
TRAINING



GHS
The Globally Harmonized System



Masters
Cohort

